

FIG. 1



**FIG. 2B**

<a href="#">http://63.79.101</a>		<a href="#">http://63.79.101 53aCMASA</a>		<a href="#">My Preference asp.</a>													
<a href="#">File</a> <a href="#">Edit</a> <a href="#">View</a> <a href="#">Favorites</a> <a href="#">Tools</a> <a href="#">Help</a>		<a href="#">Links</a> <a href="#">Best of the Web</a> <a href="#">Channel Guide</a>															
<p>Welcome Marc Smith</p> <p> <a href="#">Home</a>  <a href="#">My Profile</a>  <a href="#">My Contact Preferences</a>  <a href="#">My Account</a> </p>		<p>Customer Messaging Alerting Service</p> <p>Contact Preference Stream Name: <a href="#">Business Alerts</a></p>															
<p>1. <a href="#">AOL Instant Messenger</a></p> <p>2. <a href="#">Text Pager</a></p> <p>3. <a href="#">Mobile Phone</a></p> <p>4. <a href="#"> </a></p> <p>5. <a href="#"> </a></p>		<p>Require Confirmation?</p> <table border="0"> <tr> <td>Yes</td> <td>No</td> </tr> <tr> <td><input checked="" type="radio"/></td> <td><input type="radio"/></td> </tr> <tr> <td><input checked="" type="radio"/></td> <td><input type="radio"/></td> </tr> <tr> <td><input type="radio"/></td> <td><input checked="" type="radio"/></td> </tr> <tr> <td><input type="radio"/></td> <td><input type="radio"/></td> </tr> <tr> <td><input type="radio"/></td> <td><input type="radio"/></td> </tr> </table>				Yes	No	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Yes	No																
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<input type="radio"/>	<input type="radio"/>																
<p><a href="#">SAVE</a></p>		<p><a href="#">CANCEL</a></p>															

FIG. 2C

Component	Feature	Example
Contact Profile	Information	Phone information, IM information, Pager information
Contact Preference	Mode of Contact	How the customer wants to be contacted
Contact Preference	Time of Contact	When the customer wants to be contacted
Contact Preference	Hours of the Day	What particular time is preferred
Contact Preference	Time Zone	EST, PST, GMT
Account	Provider	Airline, Package Delivery Co., Financial Services Co.
Other Preference	Personalization	Where can I personalize the service
Other Preference	Activity	Business Event, Personal Alerts
Other Preference	Language	Language preference
Service Preference	Definition	Selecting AOL/Yahoo ID's, Passwords
Service Preference	Company Selection	Entering information for Various Account Nos.

FIG. 2D

30

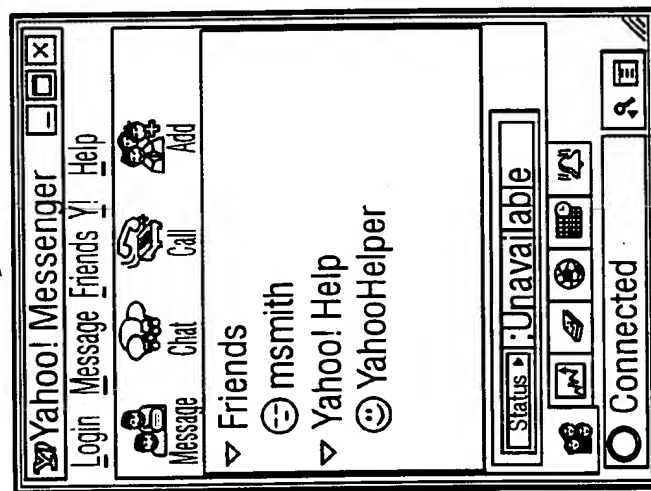


FIG. 3A

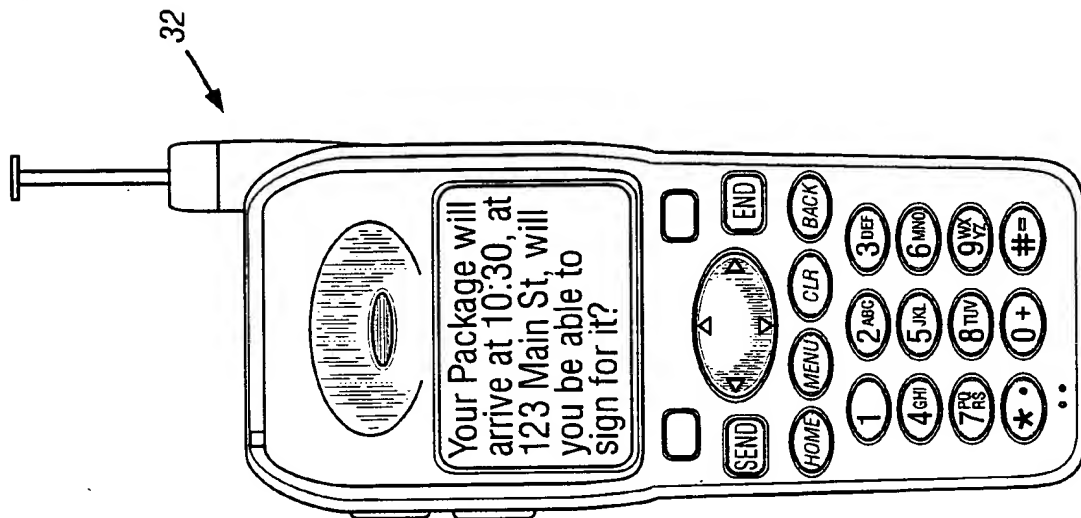


FIG. 3B

100200" 09594660

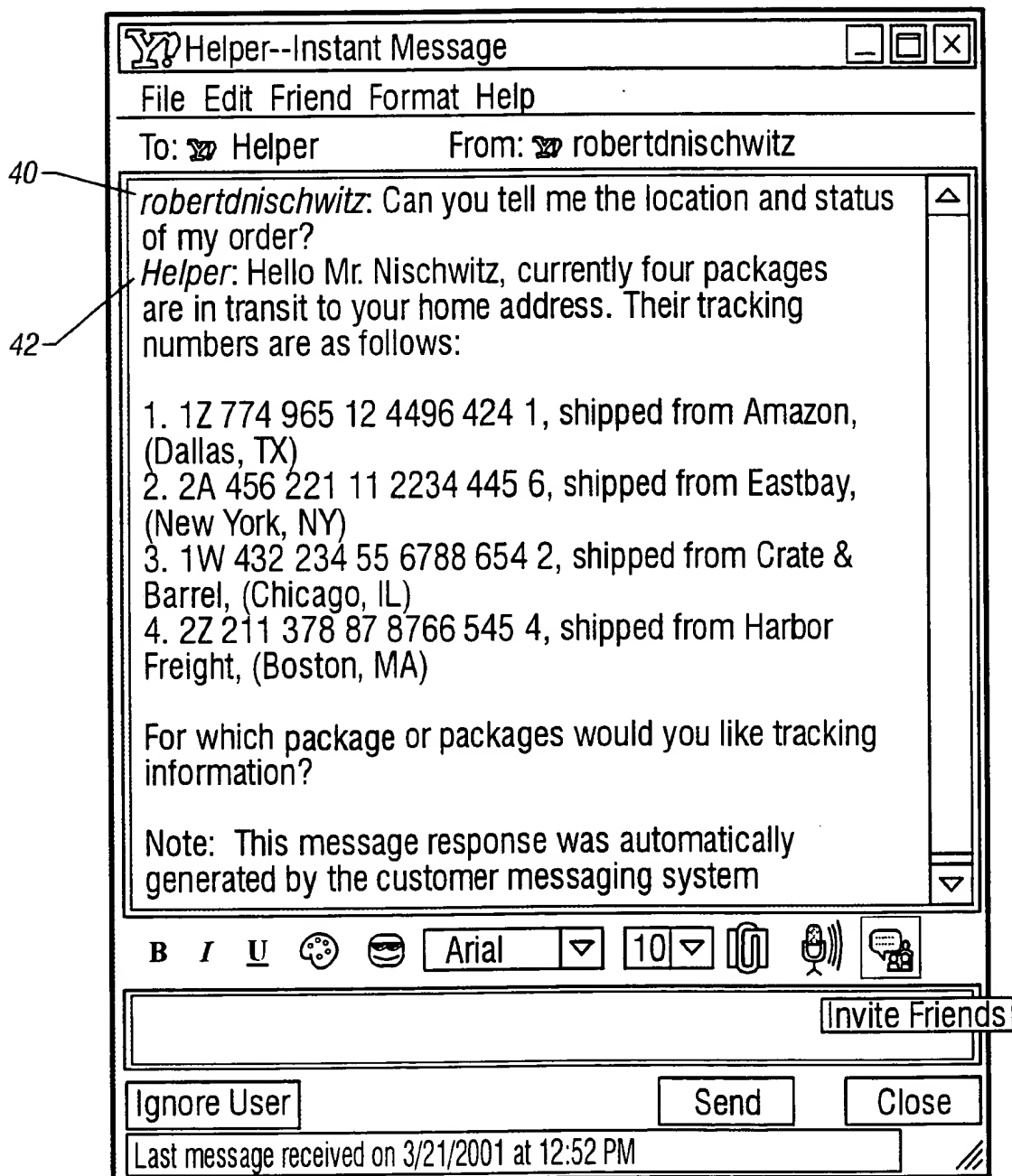


FIG. 4A

106200-00000000

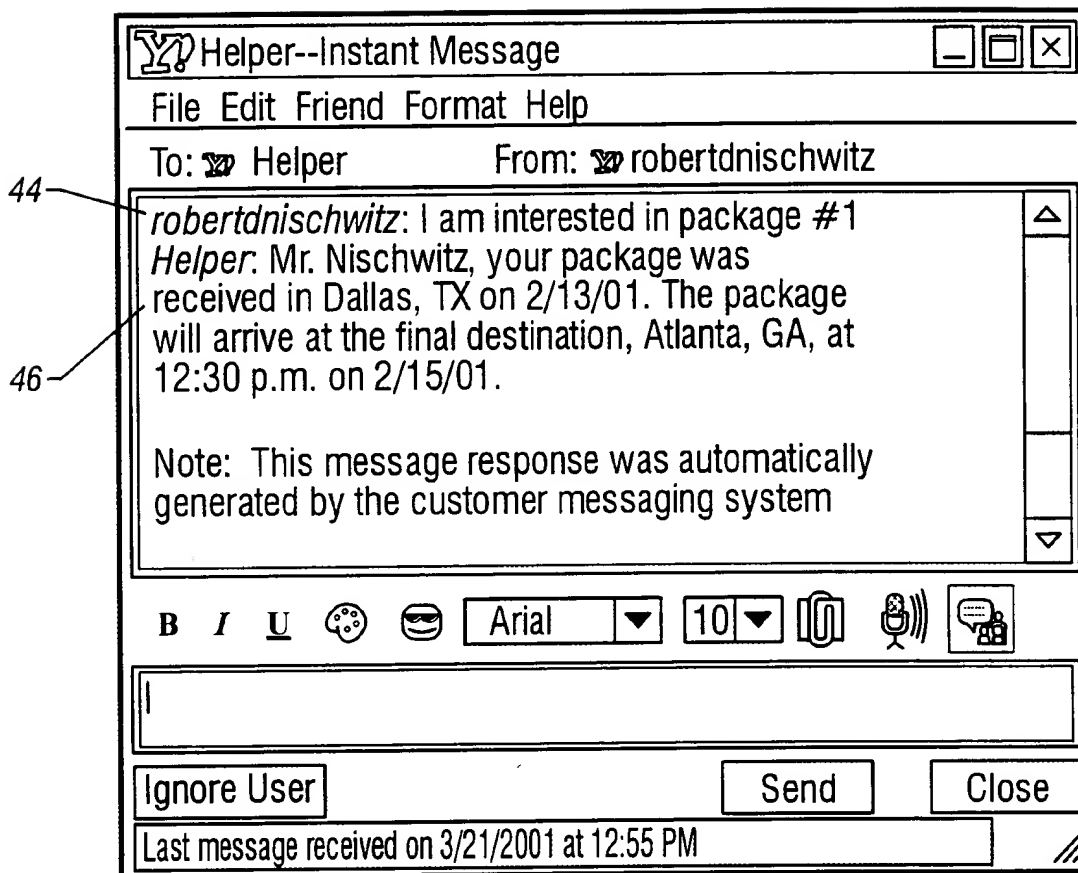


FIG. 4B

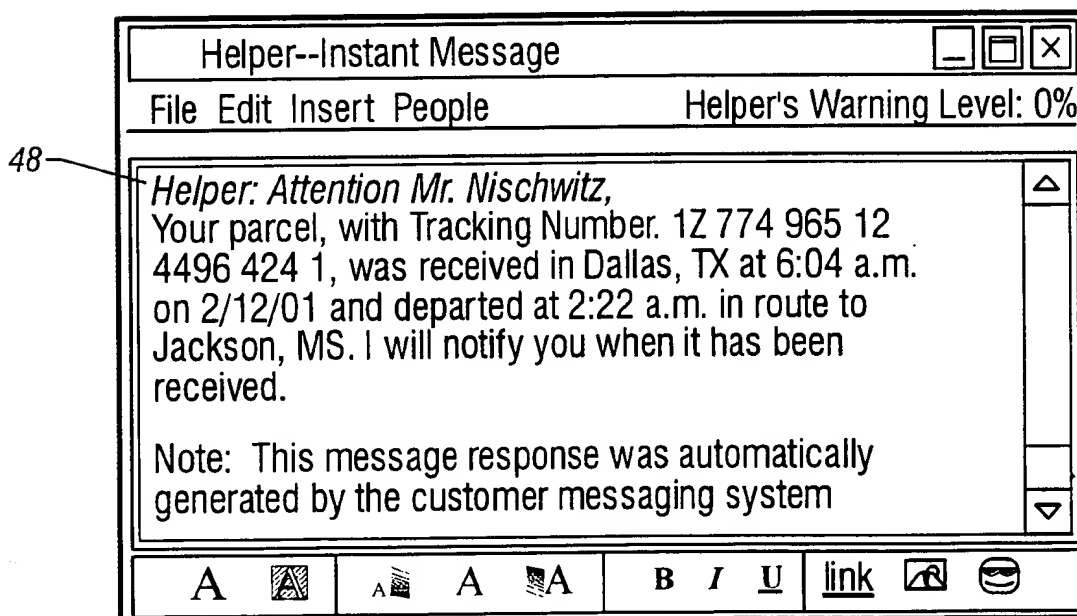






FIG. 4C



Helper--Instant Message		<input type="button" value="Min"/> <input type="button" value="Max"/> <input type="button" value="Close"/>	
File Edit Insert People		Helper's Warning Level: 0%	
<p><i>Helper: Attention Mr. Nischwitz,</i> Your parcel, with Tracking number. 1Z 774 965 12 4496 424 1, was received in Jackson, MS at 1:51 p.m. on 2/13/01 and departed for Montgomery, AL at 4:52 p.m. the same day. I will notify you when it has been received.</p>			
Helper--Instant Message		<input type="button" value="Min"/> <input type="button" value="Max"/> <input type="button" value="Close"/>	
File Edit Insert People		Helper's Warning Level: 0%	
<p><i>Helper: Attention Mr. Nischwitz,</i> Your parcel, with Tracking number. 1Z 774 965 12 4496 424 1, was received in Montgomery, AL at 9:58 p.m. on 2/13/01 and departed for Atlanta, GA at 1:08 a.m. on 2/14/01. I will notify you when it has been received.</p>			
Helper--Instant Message		<input type="button" value="Min"/> <input type="button" value="Max"/> <input type="button" value="Close"/>	
File Edit Insert People		Helper's Warning Level: 0%	
<p><i>Helper: Attention Mr. Nischwitz,</i> Your parcel, with Tracking number. 1Z 774 965 12 4496 424 1, was received in Atlanta, GA at 6 a.m. on 2/14/01. Its final destination estimated time of arrival is 12:30 p.m. on 2/15/01. Please let us know if we can be of further assistance. Thank you.</p> <p>Note: This message response was automatically generated by the customer messaging system</p>			
A 		A 	
B I U		<u>link</u>  	

**FIG. 4D**

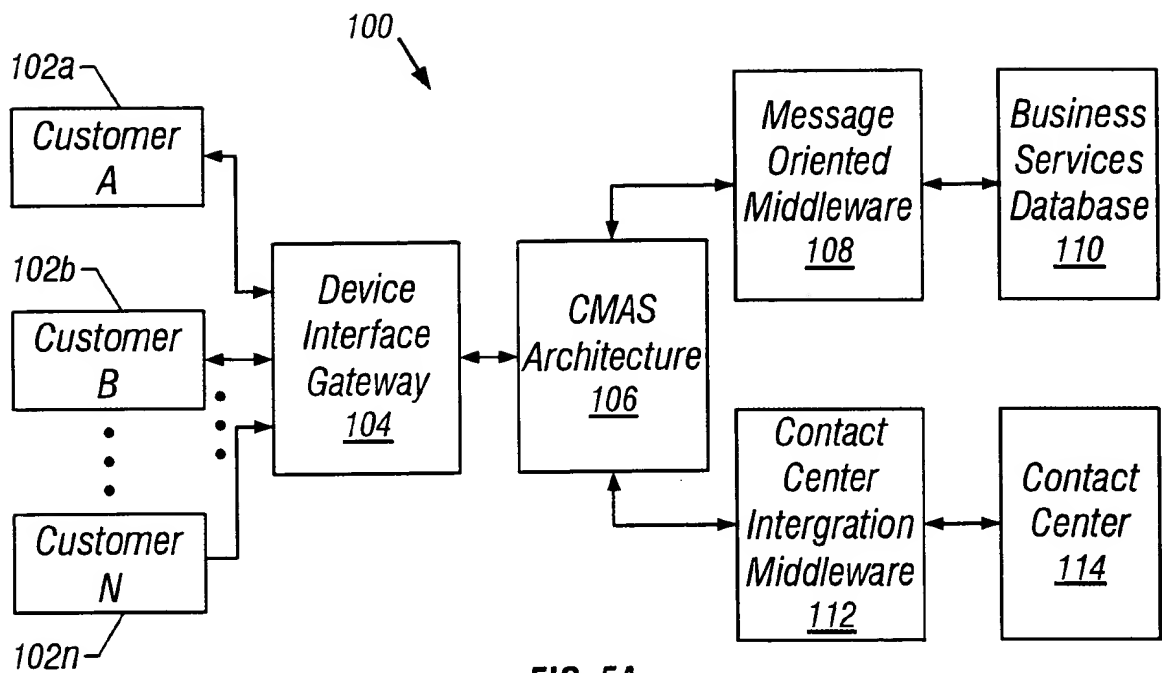


FIG. 5A

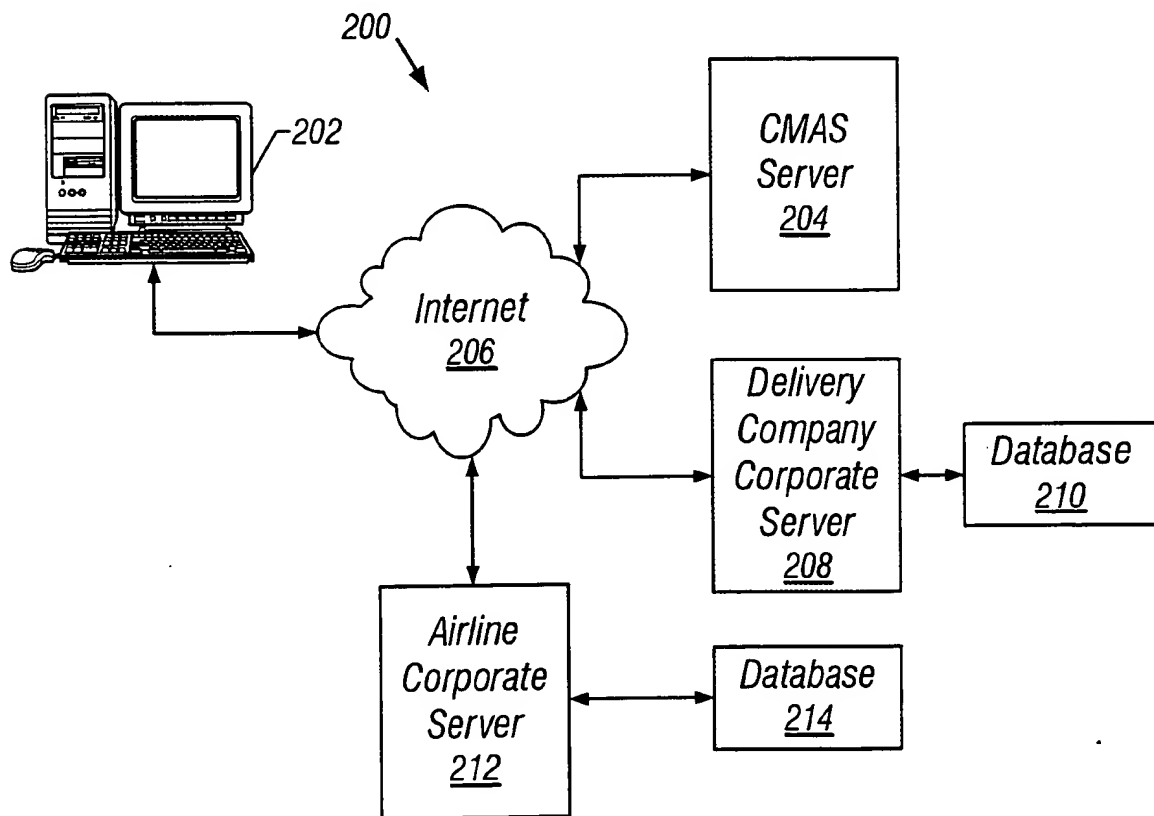


FIG. 6A

1007553 10001

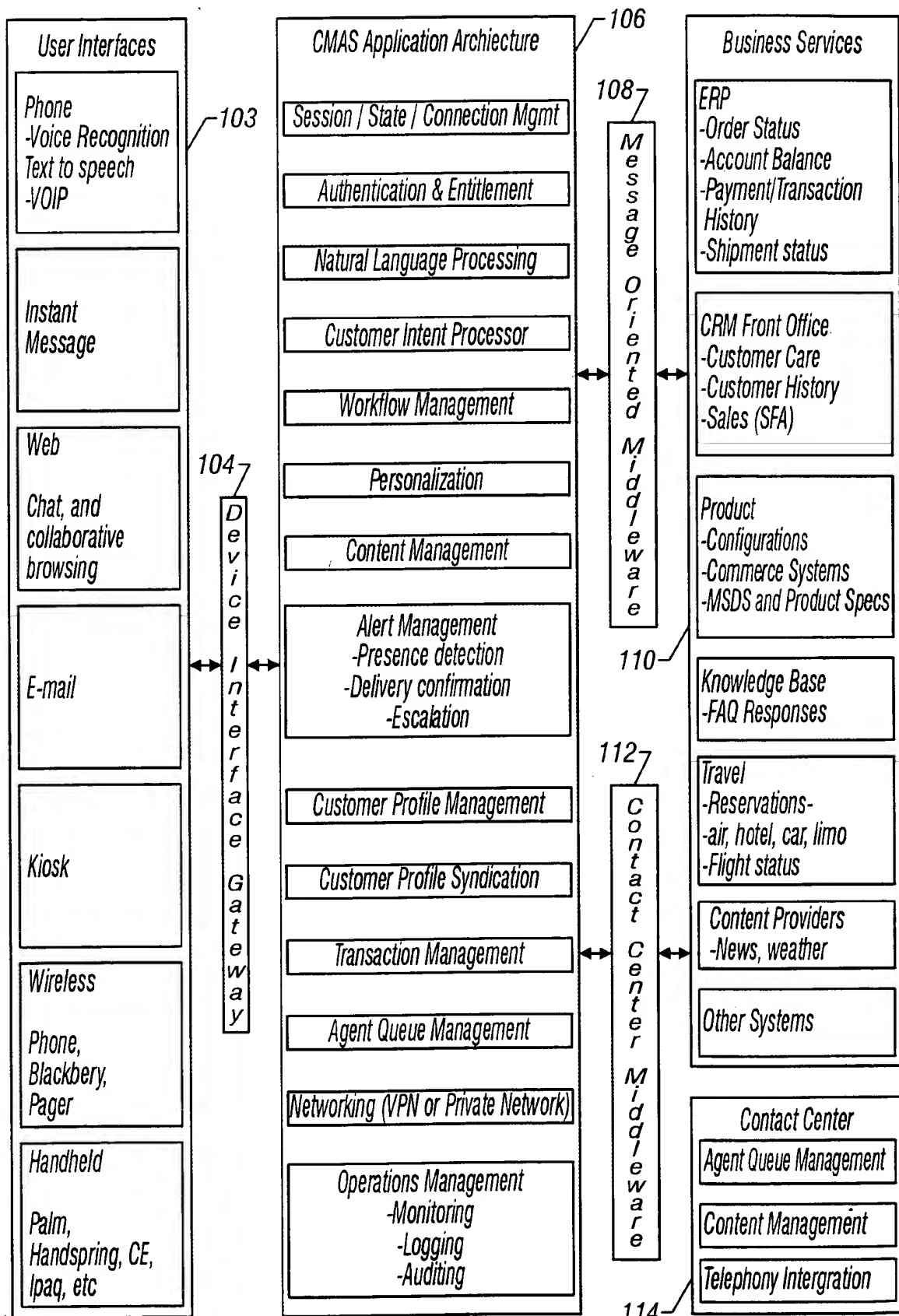


FIG. 5B

126 Device/Service	127 Native Authentication	128 CMAS Secondary Authentication	125 Cookies	129 Other
Web Browser	Microsoft Passport	CMAS user ID/Password	Yes	None
WAP Phone	Varies	CMAS user ID/Password	Simulated	Security as provided by the Service provider
Cell Phone	Varies	CMAS user ID/Password	None	Security as provided by the Service provider
Instant Messenger	All require a userID/Password	CMAS user ID/Password	None	None
Windows CE hand held	Microsoft Passport	CMAS user ID/Password	Simulated	Security as provided by the Service provider
Cell Phone Based Pager	Varies	CMAS user ID/Password	None	Security as provided by the Service provider
Palm Hand Held	Microsoft Passport	CMAS user ID/Password	Simulated	Security as provided by the Service provider
Two-Way Pagers	Varies	CMAS user ID/Password	None	Security as provided by the Service provider
Mobile Phone Voice Mail	Outbound from initial configuration	None	None	Security as provided by the Service provider
Interactive Pager	Outbound from initial configuration	None	None	Security as provided by the Service provider
Short Message Services	Outbound from initial configuration	None	None	Security as provided by the Service provider
Alpha/Numeric Pager	Outbound from initial configuration	None	None	Security as provided by the Service provider
Business Phone	Outbound from initial configuration	None	None	Security as provided by the Service provider
Business Voice Mail	Outbound from initial configuration	None	None	Security as provided by the Service provider
Home Number	Outbound from initial configuration	None	None	Security as provided by the Service provider
Alternative Business Contact	Outbound from initial configuration	None	None	Security as provided by the Service provider

FIG. 5C

Service	Device	Presence Detection	Delivery Confirmation	Guaranteed Delivery	Receipt Acknowledge	
					Native 147	Manual 149
AOL	Any Device that has AOL Instant Messenger	✓	—	—	—	✓
Yahoo!	Any Device that has Yahoo Instant Messenger	✓	—	—	—	✓
Microsoft	Any Device that has MSN Instant Messenger	✓	—	—	—	✓
Pager	Interactive Pager	—	Varies	Some	Some	—
	Alpha/Numeric Pager	—	Varies	Some	—	✓
	Cell Phone Based Pager	—	Varies	Some	—	—
	Two-Way Pagers	—	Varies	Some	✓	—
Wireless enabled PDA	PDA	—	✓	Some	Some	✓
	Windows CE	—	✓	Some	Some	✓
Voice Mail	Mobile Phone Voice Mail	—	—	✓	—	—
	Business Voice Mail	—	—	✓	—	—
Voice Call	Business Phone	—	—	✓	—	✓
	Home Number	—	—	✓	—	✓
	Alternative Business Contact	—	—	✓	—	✓
	Mobile Phone	—	—	✓	—	✓
SMS	SMS Capable Device	—	Varies	✓	—	✓
WAP	WAP Micro-browser capable device	✓	✓	—	✓	—
	WAP Phone	—	✓	—	✓	—
Email	Email Client	—	✓	—	✓	✓

FIG. 5D

160

<i>Device</i> <u>162</u>	<i>SMS</i> <u>164</u>	<i>Email</i> <u>166</u>	<i>IVR</i> <u>168</u>	<i>Voice Mail</i> <u>170</u>	<i>Instant Messenger</i> <u>172</u>
<i>Web Phone</i>	✓	✓	✓	✓	✓
<i>Mobile Phone</i> <i>(without internet</i> <i>access)</i>	✓	✓	✓	✓	✓
<i>Touch Tone Phone</i>			✓	✓	
<i>Pulse Dial Phone</i>				✓	
<i>Personal Computer/</i> <i>Desktop</i>			✓		✓
<i>Windows CE</i> <i>Device</i>			✓		✓
<i>Interactive Pager</i>			✓		
<i>Palm OS Handheld</i>			✓		✓

FIG. 5E

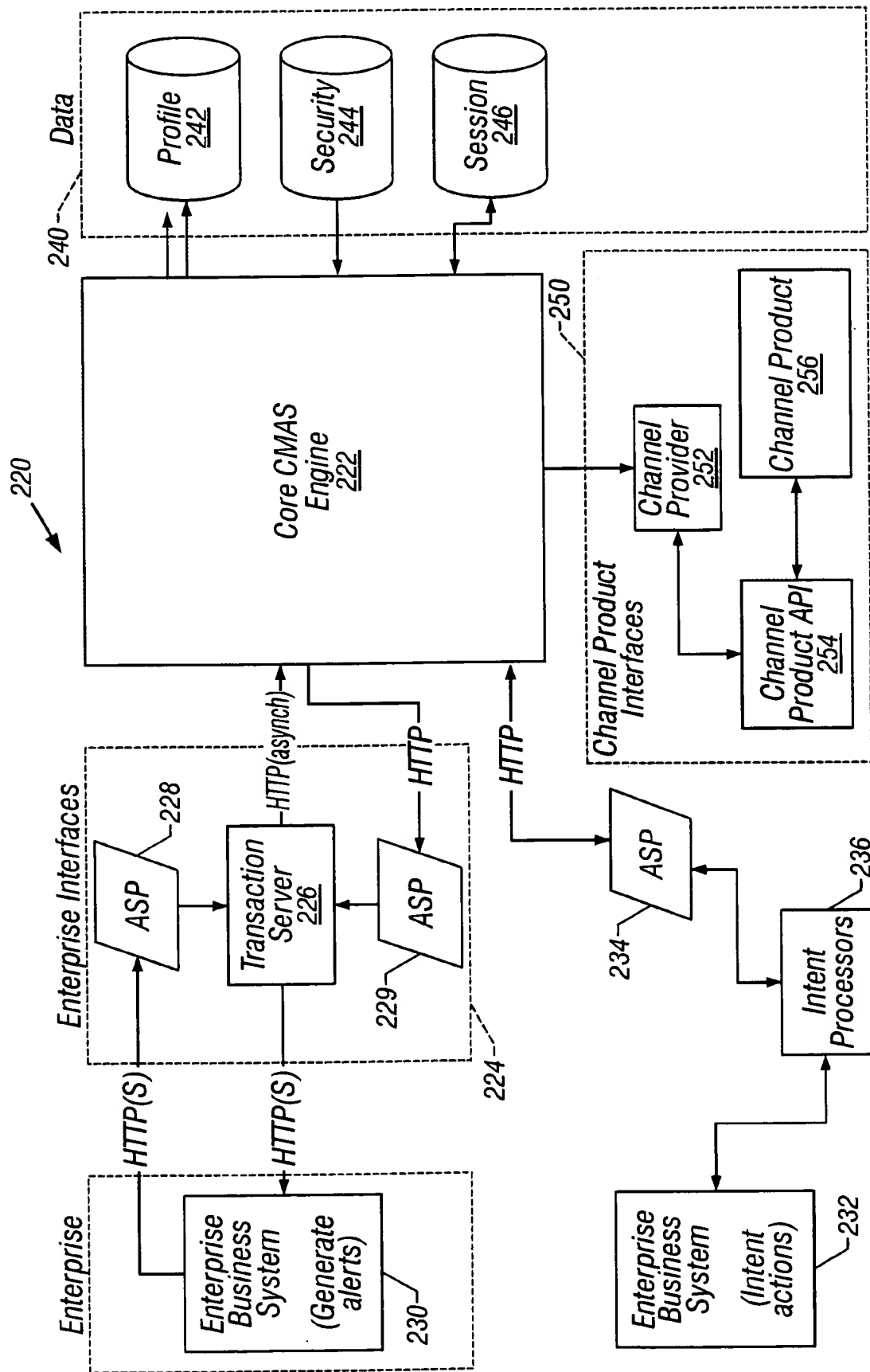


FIG. 6B

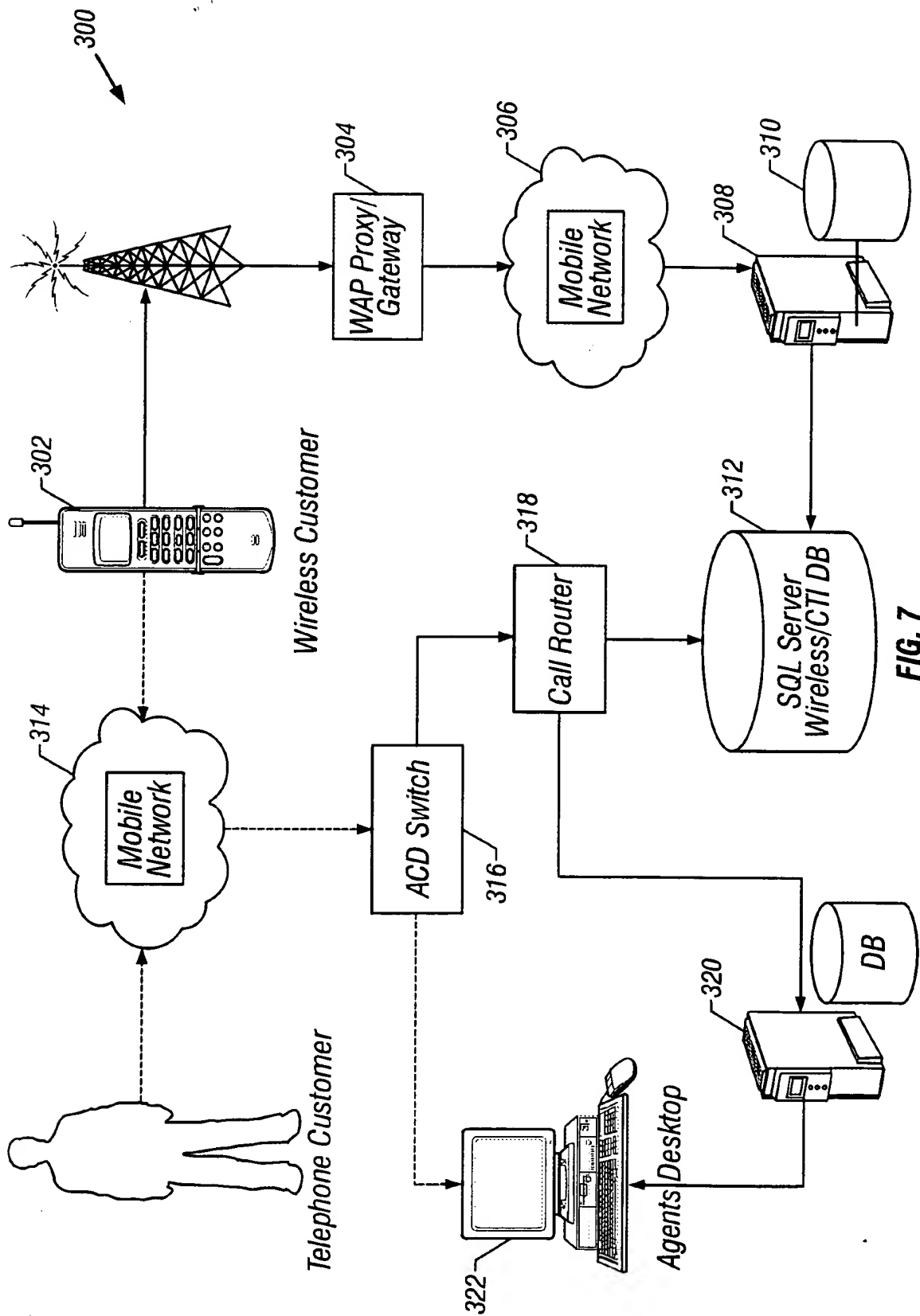


FIG. 7